

During a flood

A Flood Warning is issued by the Bureau of Meteorology when flooding is about to happen and may be updated during floods. A Flood Warning provides a predicted flood level on a river gauge and a time at which the river is expected to reach that level.

During a flood, there are some simple things you can do to help protect your life, family, possessions and property:

- ⚠ Never drive, ride or walk through floodwater
- ✅ Keep listening to your local radio station for information, updates and advice
- ✅ Keep in contact with your neighbours
- ✅ Be prepared to evacuate if necessary

If evacuation is necessary

NSW SES evacuates people whose lives are at risk from floods. It is important to follow all advice given to you by emergency services. Being prepared now will allow you to respond quickly.

How you may be advised of an evacuation:

Evacuation Warnings and Evacuation Orders are issued to residents and businesses that are likely to become inundated if floodwater reaches levels predicted by the Bureau of Meteorology. You may receive these warnings via the media, door knocking and/or telephone.

Preparing to evacuate:

- Locate important papers, valuables and mementos and put them in your emergency kit
- Turn off the electricity and gas at the mains and turn off and secure any gas bottles
- Stack possessions, records, stock or equipment on benches and tables, placing electrical items on top
- Secure objects that are likely to float and cause damage
- Relocate waste containers, chemicals and poisons well above floor level

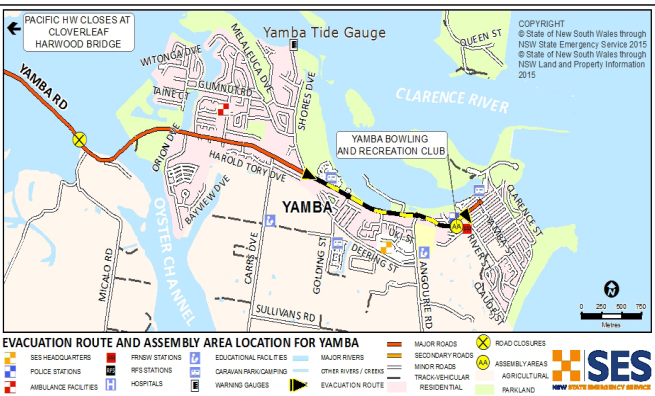
When you evacuate:

- Register at the Assembly Area then stay with friends or relatives
- Take your emergency kit with you
- Take your pets with you
- Act early before roads and evacuation routes close

Your Assembly Area

If evacuation is necessary, act early and make your way to the Assembly Area. Once you have registered, you can stay with friends or family, or accomodation may be arranged for you.

Yamba Bowling Club, Wooli Street, Yamba



After a flood

Do not return to a flood affected area until emergency services advise it is safe to do so. These areas can be dangerous for the health and safety of you and your family.

Follow safety advice when cleaning up after floods. Discard all food items that have come into contact with floodwater. Clean, sanitise and properly dry belongings.

Update your Home Emergency Plan or Business FloodSafe Plan with what you have learnt from the flood.

A local recovery centre, staffed by representatives from a range of agencies and services, may be established after a flood. This centre may be able to provide financial, insurance, housing, counselling and welfare assistance and advice.

How NSW SES can help

NSW SES is responsible for the emergency management of floods in NSW. This includes planning for floods and engaging with communities to prepare themselves and their property.

During floods, NSW SES will provide flood information and safety advice and may arrange for the delivery of essential supplies to communities isolated by floodwater. NSW SES also warns communities of the need to evacuate and provides emergency help where required.

Local FloodSafe contacts

Emergency phone numbers

NSW SES 132 500
Life-threatening emergencies 000 (triple zero)

Phone numbers

NSW SES Information Line 1800 201 000
Police Assistance Line 131 444
Roads and Maritime Services (Live Traffic) 132 701
Clarence Valley Council 02 6643 0200
Disaster Welfare Assistance Line 1800 018 444
Department of Primary Industries 1800 814 647
Essential Energy 132 391
Telstra 132 203
Local Land Services 1300 795 299

Local broadcast radio stations

ABC North Coast	94.5 FM	738 AM
2GF Grafton	103.9 FM	1206 AM
Clarence Coast FM	104.7 FM	
TLC	100.3 FM	

Websites

NSW SES www.ses.nsw.gov.au
Bureau of Meteorology www.bom.gov.au
Clarence Valley Council www.clarence.nsw.gov.au
Major roads - Live Traffic www.livetraffic.com
Local Roads www.myroadinfo.com.au

Facebook pages

NSW SES and NSW SES Clarence Nambucca Region

Free smartphone apps

NSW SES apps are available at your app store. Search for FloodSafe and StormSafe



FOR EMERGENCY HELP IN FLOOD,
STORM AND TSUNAMI CALL

132 500

In life-threatening emergencies call 000 (triple zero)

For more information visit: www.floodsafe.com.au



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Yamba and Palmers Island



Are you at risk from floods?

The Clarence River is the largest coastal river in New South Wales in terms of both catchment area and discharge. It has a long history of regular flooding.

In January 2013 the Clarence Valley experienced extensive flooding. This was a flood of record at numerous locations. Significant flooding has also occurred in 1890, 1950, 1954, 1963, 1967, 1974, 1996, 2001, 2009 and more recently in 2011.

Yamba is located on the southern bank of the mouth of the Clarence River. The main impact of floods in the area is isolation, however several residential and commercial properties can be inundated in severe floods. Even during minor floods, Yamba may become isolated when Yamba Road becomes closed due to rising river levels. Another consideration during local floods is the influx of tourists during holidays and summer season, who may be unaware of the local effects of flooding.

Palmers Island is located directly west of Yamba on the southern bank of the Clarence River. Most of the land on the island is prone to flooding. In a minor flood, Palmers Island becomes isolated and surrounded by flood water. In a major flood some properties may experience over-floor flooding and some residents may need to evacuate.

Rural land along the Clarence River around Wooloweyah Lagoon can also be inundated and substantial numbers of rural properties can become isolated.

The period of isolation for these areas can vary depending on the size and duration of the flood, as well as high tides preventing drainage to the sea. Any residents wanting to leave the area would need to do so before flooding causes Yamba Road and/or the Pacific Highway to close.



How you may be advised of floods

Flood information including flood forecasts, road closures and advice on evacuations and property protection will be broadcast on ABC and local radio stations.

Bureau of Meteorology weather forecasts and flood predictions including river height information are available at www.bom.gov.au

Emergency services personnel may door knock your area or you may receive a voice or text message to your phones.

8 TIPS

YOU CAN DO NOW TO PREPARE FOR FLOODS

1 KNOW YOUR RISK



2 KNOW WHERE TO GO



3 KNOW WHO TO CALL



4 KNOW YOUR PLAN



5 GET YOUR KIT TOGETHER



6 PREPARE NOW TO ACT EARLY



7 CHECK YOUR INSURANCE



8 LISTEN TO LOCAL RADIO



For more information visit www.floodsafe.com.au

What happens in Yamba and Palmers Island floods?

Note: Although Yamba does have a flood gauge, it is located at the mouth of the river and is strongly influenced by tides. Therefore, flood predictions and advice is based on the Maclean gauge upstream of Yamba.

5.17 Highest Possible Flood

3.71 1% AEP (Annual Exceedence Probability) flood level. This means there is a 1 in 100 chance of this level occurring each year.

3.54 Highest flood on record - 13 March 1890.

3.41 14 March 1974: Peak height.

3.26 11 March 2001: Peak height. Several houses in Palmers Island village may become flooded.

3.17 23 May 2009: Peak height.

3.11 30 January 2013: Peak height.

2.98 13 January 2011: Peak height.

2.76 6 May 1996: Peak height.

2.50 **Major Flood Level** indicating extensive flooding and isolation.

2.40 Floodwater may start to inundate properties in and around Shores Drive and Golding Street Yamba.

2.20 **Moderate Flood Level** causes flooding of low-lying areas and main roads and may require some evacuations. Floodwater may inundate low-lying areas of the Fishing Haven Caravan Park on Palmers Island.

2.10 Pacific Highway may become closed at the southern approach to Harwood Bridge 'Cloverleaf' preventing travel to and from the Yamba area. Yamba and Palmers Island may become isolated at several locations on Yamba Road. Palmers Island village may also begin to experience inundation and low-lying houses may be at risk. Low-lying residents and businesses in Palmers Island need to be prepared for possible evacuation.

1.60 **Minor Flood Level**, causes inconvenience, closes minor roads and low level bridges.

Key heights in metres at the Maclean Gauge.

If isolation is likely

If your property is likely to be isolated by floodwater, evacuating well before access roads are closed is your safest option. Deciding to remain at home when it is surrounded by floodwater can be dangerous.

During floods, isolated properties can lose access to emergency and medical assistance, lose power, water, phone lines and sewerage services as well as become a refuge for spiders, snakes and other animals.

If evacuation is not possible, keep a stock of at least seven days' supply of non-perishable foods, medications, drinking water, fuel and feed for your animals and pets. Some properties may be isolated for longer periods and therefore require additional supplies.

Talk with your local council who can provide you with information on floods specific to your property and plan now so that you can act early before flooding occurs.

When flooding is likely

A Flood Watch is issued by the Bureau of Meteorology for possible flooding. A Flood Warning is issued when flooding is likely.

RESIDENTS AND BUSINESSES:

- ✓ Listen to your local radio station for information, updates and advice
- ✓ Locate and check your emergency kit and follow your Home Emergency Plan or Business FloodSafe Plan
- ✓ Check on your neighbours and make sure they are aware of possible flooding
- ✓ Prepare to move pets, including agisted animals to high ground
- ✓ Make preparations to raise or relocate possessions, stores, records, furniture and equipment
- ✓ Plan to leave well before evacuation routes may become closed

RURAL PROPERTY OWNERS:

- ✓ Relocate livestock and farm equipment, including pumps, to high ground
- ✓ Check sheds and outbuildings. Raise equipment, feed and chemicals above predicted flood levels or to higher ground